

PIS-001 PRIVACY POLICY

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Please read this policy because it applies to you.

Our commitment to Privacy

This policy sets out **Retina South Africa** (a non-profit organisation) plan of action when it comes to protecting your privacy, security and disclosure practices for this website. We respect your privacy and take the protection of personal information very seriously. In order for us to help you, you may have to share information with us. It is important that you trust us to protect it and keep it confidential. We also know how important confidentiality is to you.

Procedures are in place to help ensure the safety and security of information collected through our website. This includes, but is not limited to, appropriate Internet and server (physical) security, application design and managerial practices and principles required by Retina South Africa.

We are governed by the Protection of Personal Information Act No. 4 of 2013 (PoPIA) to protect your personal information and by relevant legislation to protect your privacy.

Purpose of this Policy

The purpose of this policy is to describe the way that we collect, store, use, and protect information that can be associated with you or another specific natural or juristic person and can be used to identify you or that person (personal information).

Information provided by you through this website will not be used for any purpose other than that which is clearly indicated by the website. Reasonable steps and strict managerial practices are followed to prevent misuse of information, or the use of information for any reason other than that for which the information was collected.

Audience

This policy applies to you if you are a visitor to our website or a member, patient or subscriber to the services that we provide.

Information we collect

Personal Information

While you use this website, we may collect your personally identifiable information, or you may provide it to us (for example by enquiring or subscribing to our newsletter) and you will no longer be anonymous to us. This may include your name, email address, telephone number, the country in which you reside or optional information you have provided to us voluntarily and any other information that itself identifies or when tied to the above information, may identify you as a specific individual or juristic person.

You may only provide us with your own personal information or the information of another data subject where you have their express permission to do so, or you are a competent person in the case of a child, as defined in PoPIA.

All of the information you provide us is treated by us as confidential, is used specifically by us to provide information and/or services to you, and under no circumstance is personal information shared with any other source or third party that is not required to deliver the information and/or services requested by you, or by law.

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Sensitive personal information

Unless you voluntarily provide this information in an enquiry made to us, we will **not** collect your:

- financial information – such as your bank account details
- sensitive demographic information – such as your race or ethnicity
- medical information – such as information about your physical or mental health
- sexual information – such as information about your sex life or sexual orientation
- criminal information – such as information about your commission or alleged commission of any offence or about any related legal proceedings
- employment information – including your membership of a trade union
- beliefs – including your political or religious beliefs

Cookies

A cookie is a small data file that certain websites place on your hard drive when you visit that site. Cookie files do not contain personal information, but they often contain information such as your Internet Protocol address (IP address), which the site uses to track pages of the websites visited by you. Your IP Address may allow us to associate your personal information with a certain device.

The only personal information a cookie can contain is information that you supply.

Your browser generally accepts cookies automatically, but you can always refuse cookies by turning them off in your browser. Cookies do not need to be turned on to use our website.

We may use cookies to:

- remember your information so that you will not have to re-enter it during your visit or the next time you access the website
- monitor website usage metrics such as total number of visitors and pages accessed
- track your entries, enquiries, and status in any activities in connection with your usage of the website

We are not responsible for the cookie policies at other sites that our website links to, or sites that link to our website.

Please note that other websites visited before entering our website might place personal information within your URL during a visit to it, and we have no control over such websites. Accordingly, a subsequent website that collects URL information may log some personal information.

Email Inspection

We will inspect all emails you contact us with via the email addresses that we provide on this website. We do this to check for viruses and reserve the right to monitor and inspect all material and information transmitted over our system. We may also monitor whether you read emails that we send you.

Web beacons

Our website may contain electronic image requests (called a single-pixel gif or web beacon request) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon. Our web

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beacons do not collect, gather, monitor or share any of your personal information. We merely use them to compile anonymous information about our website.

Consent to collection

We will obtain your consent to collect personal information when required in accordance with applicable law and when you explicitly require us to share information with organizations providing services or products to visually impaired people or to medical practitioners.

Use of Personal Information – Our Obligations

We will use the personal information you provide to fulfil our obligations to you to respond to your enquiry, send you membership forms and related forms, send you our newsletter if you subscribe to receive this, send you notifications about Retina South Africa's services and how you may support us and to provide additional information to you as we reasonably think appropriate.

Our commitment to children's privacy

Protecting the privacy of the very young is especially important. For that reason, we do not collect or maintain information from our website from those we know are under 18, who are not legally competent without the assistance of a competent person to take any action or decision in respect of any matter concerning him - or herself.

Disclosure of Personal Information

Employees

We may need to disclose personal information to our employees that require the personal information to do their jobs. These include our responsible management, compliance, information technology, or other personnel.

Regional Offices

We may share your personal information with our regional offices so as to provide joint content and services like membership or subscription.

Law Enforcement and Regulators

We may disclose personal information if required to comply with the law or governmental audit.

Third-Party Contractors

We have agreements with third-party contractors who assist in providing services associated to this website that are subject to our confidentiality policies. While these third-party contractors may have access to your personal information in order to fulfil an information request task, they will not store or share your personal information. These relationships are standard and are required to provide information and services to us.

No selling

We will not sell or exchange personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

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Retention

We will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless retention of the record is required or authorised by law, or you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal information.

We may retain your personal information in physical or electronic records at our discretion.

Transfer to another country

We will not transfer your personal information outside the Republic of South Africa to a foreign country without your consent.

Limitation

This website may contain links to other websites, such as other organizations providing services or products to visually impaired people, sponsors and affiliates, give no warranties, nor make any representations in respect of the privacy policies or practices or the content of such websites to which it links, or any site that provides a link to www.retinasa.org.za.

Acceptance and changes to terms of this policy

By accessing this website, submitting an enquiry, making a donation or subscribing to our newsletter, you are deemed to have read, understood, accepted, and agreed to be bound by the terms of this policy.

We may change the terms of this policy at any time without notification to you. Please be sure to check this Policy periodically for changes. If you do not agree with the changes, then you must stop using the website. If you continue to use the website the changed terms will apply to you, and you will be deemed to have accepted those updated terms.

Access, Correction or Deletion of Personal Information

We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for the purposes defined in this policy.

We respect your privacy rights and provide you with reasonable access to the Personal Information that you may have provided through your use of our website or services. If you wish to access or amend any Personal Information that we hold about you, or to request that we delete any information about you that we have obtained, you may contact us as set out in the "Trust Centre" section of our website. At your request, we will have any reference to you deleted or blocked in our systems. Please note that while any changes you request will be made within a reasonable period of time, we may retain information you submit for analytics, satisfaction of legal obligations, or where we otherwise reasonably believe that we have a legitimate reason to do so.

At any time you may object to the processing of your Personal Information, on legitimate grounds, except if otherwise permitted by applicable law. You may contact us as set out in the "Trust Centre" section of our website.

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Right to Opt-Out

We reserve the right to maintain subscribed email addresses to notify subscribers of news, events, awareness campaigns, newsletters and changes to our services.

You have the right to "opt-out" from receiving such notifications by clicking [UNSUBSCRIBE HERE](#). This will ensure that you are opted-out from all communications from us, including subscription to our newsletters.

Enquiries

We welcome your feedback.

If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us.

Revision History

The policy (and the procedures, standards and guidelines supporting the policy) is reviewed by the Retina South Africa Management Committee regularly, and at least once in each year.

Reviews and any revisions of the policy (and the procedures, standards and guidelines supporting the policy) will be recorded in a Revision History filed with this policy.

Compliance with this policy (and the procedures, standards and guidelines supporting the policy) is monitored and may be subject to audit.

*** END OF POLICY ***

REVISION HISTORY			
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